

HARTFORD POLICE DEPARTMENT

SERVICE
RELATIONSHIPS
SAFETY

CHIEF DARYL K. ROBERTS



Public Compliment or Complaint Process

Phone: 860-757-4000 or
WWW.HARTFORD.GOV/POLICE

RESPONSIBILITIES

HPD's Responsibilities:

The HPD recognizes its responsibilities to maintain the public confidence and trust, and the need to ensure integrity and accountability both by the agency and by each employee.

The Public's Responsibilities:

As we recognize the rights of all citizens, the public should recognize that HPD employees must be able to exercise their best judgment in taking necessary and reasonable action in the performance of their duties without fear of reprisal.

Hartford Police Policy:

It is the policy of the HPD to respond to compliments or complaints received from the public.

Complimentary letters are:

- Reviewed by the employees first line supervisor,
- Forwarded to the employee,
- Placed in the employees' personnel file and forwarded for possible inclusion in the Department's internal newsletter.

Complaint letters follow a very specific complaint procedure that:

- Ensures fair and proper action is taken when an employee is accused of misconduct,
- Protects employees from unwarranted or false accusations,
- Ensures a thorough, fair and objective investigation, and
- Helps identify and correct deficiencies in policies, procedures and/or training,

Public Complaint Protocol

Anyone can submit a complaint.

Normally, the person most directly affected by the alleged conduct should be the person to complain. For example, a complaint of rudeness to a driver should be made by the driver, not a passenger in the vehicle.

Exceptions would include a parent filing a complaint for a minor child or other similar situations. Under certain circumstances, 3rd party complaints will be accepted.

Complaints can be made at any time.

To help ensure evidence is still available and recollections of the incident are fresh, complaints should be made as soon as possible after the alleged misconduct occurred.

Complaints may be made:

- By e-mail to the commander of the IAD at PoliceIAD@Hartford.gov
- By mail to the Commander of IAD at the Hartford Police Department, 50 Jennings Rd, Hartford, CT 06120 or to the Office of Human Relations at 550 Main St, Hartford, CT 06103
- In person at HPD Headquarters, or
- By telephoning HPD at 860-757-4350 or the IAD at 860-757-4030.

All complaints received by the HPD are forwarded to the Internal Affairs Division where they are logged in and assigned an IAD case number

Complaints should be concise and specific.

Describe the employee's conduct that you believe to be improper. For example, rather than saying the employee was rude, explain how the employee was rude by:

- Providing the specific words or phrases used
- Describing the employee's tone of voice or
- Citing particular acts of rudeness.

Identify the employee as much as possible by providing the:

- Employee's badge number and patrol vehicle number.
- Date, time and location of the incident.
- If available, include the names, addresses and telephone numbers of all witnesses.

(Note: HPD officers are required by policy to properly identify themselves upon request.)

The subject of the complaint should involve alleged misconduct by an employee.

The focus of the HPD complaint procedure is on alleged misconduct by a HPD employee that encompasses violations of laws or HPD policies and procedures. Dissatisfaction with an arrest or ticket is not considered a "complaint" and you will be referred to the court with the appropriate jurisdiction.

Anonymous complaints are investigated, but not recommended.

Although anonymous complaints are investigated, the investigations are less likely to reveal all the facts surrounding an alleged incident when the investigator is unable to contact the complainant. HPD encourages individuals with allegations of misconduct by our employees to identify themselves and submit to an interview.

Making a complaint will not affect actions or charges against the complainant.

Employees are prohibited from retaliating against you for reporting truthful information in lodging a complaint against them.

Any charges or legal issues (present or future) must be decided by the appropriate court. The investigation of your complaint will focus on the conduct of the employee, not charges against you. Any charges against you are a separate issue that you will have to resolve in court. Therefore, if you were arrested or issued a ticket or summons during the incident that led to your complaint, you must still follow the direction of the court in resolving the case.

Complaint Investigation Process

Every complaint of misconduct will be processed by the HPD's Internal Affairs Division (IAD).

Upon receipt of a complaint, the IAD will assign the case for investigation. Generally, complaints of a routine nature will be assigned to the employee's supervisor or commander. More serious or complex matters will be investigated by the IAD.

Investigators will:

- Attempt to contact the complainant, the accused employee and all witnesses;
- Examine physical evidence;
- Review reports and records, and
- Thoroughly document the facts surrounding the incident and allegation.

The investigator's report will be submitted to the IAD commander who will review it for completeness and objectivity and then forward it up through the chain of command to the Chief of Police.

Submitting a Compliment/Complaint

The Hartford Police Department is dedicated to providing the highest quality police services to residents of, and visitors to, Hartford, CT. Your compliments and complaints are important to the HPD and we appreciate you taking the time to communicate with us.

To e-mail a compliment or complaint, visit the HPD website & follow the instructions therein, or email the Chief of Police at policechief@hartford.gov.

To mail a compliment or complaint, complete a Public Compliment or Complaint Form available:

- On HPD's website (www.hartford.gov/police.)
- At Police Headquarters or any substation, or mail a letter addressed to the Chief of Police at the address listed below.

The public can also file a complaint in person or by telephoning the police department during regular business hours of 8 a.m. to 4 p.m.

Investigative Procedures

The standard of proof in an administrative investigation is a preponderance of the evidence. It is less than the standard in a criminal case, which is guilt beyond a reasonable doubt.

Police employees have the right to appeal to the State Board of Mediation and Arbitration. This state agency has standards that must be met for acceptance of evidence. You may be asked to submit a sworn statement during the course of the investigation.

In a criminal investigation police employees have the same rights as any citizen, including the right to remain silent. If officers are ordered to answer questions or face discipline, their answers cannot be used against them in a criminal matter.

Under state law, complaint investigations are public records. Once completed, the investigation is retained and must be made available for review or release upon request.

In addition to HPD Internal Affairs Investigators, you may be asked for an interview by investigators of the City's Office of Human Relations. We ask that you fully and truthfully cooperate with both investigations.

Disciplinary Action

Once management has reached a final disposition, appropriate action will be taken. This may involve documented counseling or re-training. It may also involve the imposition of disciplinary action which includes oral reprimand, written reprimand, suspension, or termination.

HARTFORD POLICE DEPARTMENT

50 Jennings Road
Hartford, CT 06120

860-757-4000

Crime Stoppers 860-722-TIPS
www.hartford.gov/police

